

Career Specialist WOTC Part Time

Who We Are And What We Do:

The Tennessee Department of Labor and Workforce Development is a state agency established to promote workforce development and improve workplace safety and health throughout the state.

Key Competencies

Managing Vision and Purpose

Communicates belief in agency vision, sense of core purpose; understands how change happens.

Decision Quality

Makes good decisions combining analysis and judgement; engages input to establish shared ownership for best solutions.

Customer Focus

Establishes and maintains effective relationships with colleagues and agency customers.

Composure

Must be able to maintain effectiveness under stress.

The Division of Workforce Services is seeking to fill the position of Part Time Career Specialist to assist in the Work Opportunity Tax Credit (WOTC) unit.

The position is a part time working under the Business Services Section. The job is located in Nashville, Tennessee.

Key Responsibilities

The **Career Specialist Part Time** is an entry level position that is responsible for the detailed review of applications submitted by employers' state wide, and the issuance of tax certificates when an applicant is found eligible.

- Assists in the daily review of applications using the WOTC portal;
- Works extensively to read submitted documentation and determine eligibility of claimants;
- Uses Microsoft Excel to obtain work parameters every day;
- Works with team leader to learn about the WOTC program and become proficient in all the target groups;
- Answers customer service calls from the WOTC hotline and help with system and program related questions; and
- Maintains a quota of applications reviewed in an effort to eliminate the WOTC backlog.

Qualifications:

Education and Experience: Currently enrolled in college willing to work part time.

Preferred Qualifications:

- Effective oral and written communication skills.
- Data entry and Microsoft office knowledge.
- Customer service oriented.

How to apply:

Please submit resume and cover letter outlining your related experience to Robert Holmes

Robert.Holmes@tn.gov by **January 31, 2020**. All email submissions *must* include in the subject line: **WOTC PT Position**

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws